

# Robert Smith

## Lead Territory Service Representative

### **CONTACT DETAILS**

1737 Marshville Road,  
Alabama  
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### **PERSONAL STATEMENT**

Highly motivated, outgoing individual who displays a high degree of honesty, loyalty and integrity looking for a position where can use 13 years' experience in the service industry to show leadership and customer service skills and make a positive contribution to an organization.

### **SKILLS**

Microsoft, Inventory Management, Customer Service, Training & Development, Leadership Development, Staff Management.

### **WORK EXPERIENCE**

#### **Lead Territory Service Representative**

**ABC Corporation - September 2002 - July 2013**

##### *Responsibilities:*

- Counted and sorted parts, packaged products per specified orders and prepared for shipping Vitalones Services.
- Created a monthly schedule for 7 drivers and 3 dispatchers PEPCO, Eastlake, OH Shipping Clerk / Deliveries [.
- Packaged and handled all outgoing freight via UPS and LTL Carrier.
- Assisted warehouse manager with inbound freight and inventory control.
- Pulled, packed and delivered local delivery orders in company service trucks.
- Managed \$50,000 territory as part of a three member team representing Raleighs premier pet-sitting company which averages \$352,000 annually.
- Responsible for selling in company services, satisfying all customer requirements and resolving all customer issues as the public face of the company.

### **LANGUAGES**

English (Native)  
French (Professional)  
Spanish (Professional)

### **INTERESTS**

Climbing  
Snowboarding  
Cooking  
Reading

#### **Territory Service Representative**

**Delta Corporation - 1998 - 2002**

##### *Responsibilities:*

- Merchandised stores for all Kellogg snacks products Maintained inventories of back stock Assisted grocery managers with upcoming ads/display .
- As a Territory Service Representative, I was responsible for servicing residential and/or commercial Customers, providing professional turf and/or .
- Helped maintain the Scotts professional image through daily safety inspections to the vehicle and equipment maintenance and cleanliness as well as .
- Also performed customer service duties on a daily basis.
- Greeting each and every customer, traveling to different store locations on a daily base, ordering out of stock products, constantly cleaning the .
- Assumed Territory Manger responsibilities by filling in for vacations or personal days Communicated and interacted daily with Territory or District .
- Customer care Coordinate weekly promotional displays Communicate with route representatives and store managers to ensure all tasks are

### **REFERENCES**

Reference - 1 (Company Name)  
Reference - 2 (Company Name)

completed .

## **Education**

General Studies - (Mentor High School - Mentor, OH)